PNQ PROFESSIONAL NURSING QUARTERLY

JUNE 2005

PROMOTING NURSING EXCELLENCE

Executives Shadow Nurses

On May 6, Health System Executives, Administrators, Finance representatives, and other non-RN leaders kicked off National Nurses' Week by participating in the inaugural *Shadow a Nurse* event sponsored by the PNSO. After hearing brief remarks in celebration of nurses, they were paired with RNs in multiple practice settings which included: Continuum, ICUs, Acute Care units, clinics at Fontaine and 1222 JPA, Operating Room, PACU, Emergency Department, and the Kidney Center.

R. Edward Howell VP, CEO shadows JulieNitchze, RN, from 4 East.

"Thank you so much for this wonderful opportunity. I learned so much and was overwhelmed at both the expertise and compassion of our nurses" shared Michael Morsberger, CFRE Executive Director and Associate Vice President for Development. Mr. Morsberger shadowed Kristi Kimpel, RN in the Surgical Trauma Burn Unit. Reflections from those who had the opportunity to observe the role of RNs in our system were effusive and enthusiastic! This event afforded registered nurses the opportunity to share their daily practice with those who don't routinely have the benefit of working closely with patients and families and to showcase the high level of professionalism of our nursing staff. We will build upon the success of *Shadow a Nurse* as plans for Nurses' Week 2006 unfold!

Pam Cipriano, CCO/CNO (left) shadowing Ginger Gilmer, RN, from Angiography.

Spring Assembly Focuses on Nursing Excellence and Mentorship

Nurses from throughout the Health System convened on May 12 to celebrate excellence in nursing and focus on mentorship in the nursing profession. Pam Cipriano, CNO/CCO, addressed "The Mentorship: Retention Connection" and shared insight into the importance of nurse mentors in sustaining professional role satisfaction and developing to our fullest potential. Following her presentation, there was energetic discussion regarding mentorship within our individual practice and how to foster such within the context of an often busy shift.

A touching and inspiring award ceremony followed, highlighting Excellence in Nursing Practice! The PNSO Spring Nursing Award winners were announced by Nicole Henley, PNSO Recognition Committee Co-Chair. Receiving the award for Excellence in Caring was Jennifer Foronjy,RN. Alice Carpenter received the Excellence in Clinical Practice award. Nurse of Distinction was awarded to Barbara Trotter. Excerpts from their nominations were shared. Stories about how these nurses practice each day are moving and emphasize the important role nurses play in the lives of patients and coworkers.

Promoting a Healthy Work Environment

RN/MD Collaboration Topic at Housestaff Orientation

New housestaff orientation began June 14 with a strong message of support for RN/MD collaboration from Mr. R.E. Howell, CEO, Dr. Tom Massaro and Dr. Jonathon Truwit. Executive and physician leadership underscored their commitment to healthy communication by inviting nursing participation in the orientation process.

Kim Elgin, RN, 2005 PNSO President had the opportunity to meet with new housestaff immediately following a welcome segment to discuss "Excellence in Nurse and Physician Collaboration". She shared RN/MD communication tips with the housestaff focused on order entry, pager etiquette, and patient education. These domains of collaboration were identified by nurses in varied settings as being essential to collaborative practice.

This forum set the stage for ongoing discussion and collaboration within the practice setting as new housestaff begin to practice. The PNSO remains committed to pursing professional relationships with all of our interdisciplinary colleagues.

Standards for Professional Behavior Approved

"The University of Virginia Medical Center maintains an environment that is free from implicit and explicit behavior which is used to adversely control, influence, or affect the well-being of any member of its healthcare community. All individuals working in the Medical Center shall treat others with respect, dignity, and conduct themselves in a professional and cooperative manner." - MCP #0262

In recent months, the Clinical Staff Executive Committee voted to approve Policy #0262, Standards for Professional Behavior. This new policy defines acceptable behavior and the procedure for addressing conduct that does not meet the professional behavior standard. The policy applies to the Clinical Staff, Housestaff, and all Allied Health Professionals that are not Medical Center Employees (Medical Center Human Resources Policy #701 addresses management of unacceptable behavior involving Medical Center employees).

The concept for the above policy was initiated by nurses and included nurses in leading the work to author it. It reflects many hours of work by nurses and physicians in a collaborative effort to improve our work environment.

Program Developing Clinical Nurse Researchers

The PNSO "Research Mentor Program" continues to develop and grow as the year progresses. Currently, 119 nurses are involved in research projects led by mentors from 16 units/service lines. A total of 18 studies have been designed, and of those, three have obtained Human Investigation Committee (HIC) approval, one study has completed stage-one data collection, 11 are in HIC submission or proposal writing stages, and four are completing study methodology. Data collection will begin for most of the projects in July or August.

Enthusiasm is very high and each project team will present their work at a forum titled: "Research: We're Doing It!" on July 22 from 8:30-11:30 in the Camp Heart Auditorium.

'Care Cast' Update:

System wide efforts continue in preparation for the implementation of the Care Cast on-line clinical record system. The Care Cast system will provide on-line clinical documentation, order entry, and clinical information retrieval in all areas. Care Cast will replace the MIS computer system in the fall of 2006. Outpatient clinics are soon to experience pilot implementations of Care Cast in selected areas to begin the roll-out of this new system. This summer, planning for the inpatient side of the system has gotten underway. The first step in the process is documenting all of the 'workflow' that currently occurs in patient care. Interdisciplinary teams create detailed maps of all processes involved in care delivery. Later this fall we will begin planning how our work will be accomplished using the new system's software. Nursing has been strongly represented in the system development efforts for Care Cast both in serving on steering committees, leading small group efforts, and participating as front line staff representatives in the workgroups. Overall, more than 40 nurses—both bedside clinicians and management leaders— are currently serving on Care Cast workgroups charged with building the UVA system. For further detail visit the IHIMS website at: www.healthsystem.virginia.edu/intranet/ihims/ to see specific area nursing representatives and learn more about the detail of this important investment in our future!

Spring Nursing Excellence Award Recipients:

The PNSO presented three awards at the close of the Spring Assembly during Week of the Nurse 2005. Nominees were honored with a reception and corsages prior to the Assembly and recipients for the Excellence in Clinical Practice, Excellence in Caring, and Nurse of Distinction awards were announced.

Excellence in Caring
Jennifer Foronjy, RN
5 Central/5 West

Excellence in Clinical Practice
Alice Carpenter, RN
Nuclear Cardiology Stress Lab

Nurse of Distinction
Barbara Trotter, RN
3 Central/3 West

Congratulations to the following nurses who have recently advanced on the Clinical Career Ladder!

Clinician III:
Chad Bickford, MICU
Devon Bloxsom, 3 East
Patricia Booth, 3 East
Nancy Brady, Page Dialysis
Judith Brownrigg, Radiology
Victoria Buffmire, TCV PO
Bobbye Cohen, Radiology
Susan Davis, SAS
Linda Dedo, 4 West
Gene Demsky, Radiology
Elizabeth Dunkle, Endoscopy
David Fry, MICU
Shelly Garrison, Outpatient Peds
Naomi Howard, PICU
Sarah Howard, PICU
John Hoyle, 5 East
Jennifer Hummel, STICU
Kim Irons, 8 West
Elizabeth Kidd, MICU
Kristi Kimpel, STICU
Hope Lally, MICU
Karen Magri, ED
Mary Montgomery, 8 West
Christine Newman, Orange Inter. Med
Jan Phillips, Neurology Clinic
Tanya Prachar, NNICU
Amber Robinson, PTU
Carole Sakr, OR
Doreen Satterwhite, Cardiac Cath Lab
Kim Schneider, ENT Clinic
Sandra Schwaner, Radiology
June Tate, UMA
Liz Via, KCRC

Clinician IV:
Sharon Bragg, MICU
Kim Deaver, Augusta Dialysis
Gabriele Ford, NNICU
Mary Jane Hudson, Outpatient Peds
Walter Mason, 5 East
Anna Miller, Digestive Health
Joe Surratt, Digestive Health
Carol Tatum, Outpatient Pediatrics

Nurses in the News

During the National Nurses' Week, three UVA nurses were highlighted on local television stations! Both **Lisa Forsyth**/6W and **Kristi Kimpel**/STBICU appeared on NBC 29 Housecalls. Lisa shared information regarding head injury prevention and Kristi discussed burn injury prevention.

Also appearing on a local TV station, ABC 16 and CBS 19, **Barb Barnett**/STBICU had the opportunity to share her role within the unit caring for critically ill patients and leading nursing research in daily practice. Their expertise and professionalism reflected positively on nurses within our system!

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Florence's Flower Market Proceeds Foster Professional Growth of UVA Nurses

The PNSO Professional Development Committee sponsored *Florence's Flower Market* on May 6th 2005. The sale of garden herbs, flowers, and houseplants raised $798.00 to benefit the PNSO Professional Development (PD) Fund. The PD Fund was established in 2003 to assist registered nurses in pursuing professional development activities through financial support. The fund is targeted to Clinician II & III's and should be considered an option when other funding sources are unavailable. The PD Fund is supported and sustained through philanthropic contributions. Since January, the fund has awarded four RN Leadership Experience Scholarships, four RN Spanish for Health Care Professionals Scholarships, and enabled 18 additional nurses to attend various conferences in their specialty areas. The PNSO Professional Development Committee oversees the application and grant process.To obtain more information regarding applying to the fund or making a tax deductible contribution to the fund, please go online to the PNSO webpage at www.uvanurses.virginia.edu and click on the "Nursing Professional Development Fund" icon.

Sharon Bragg, RN (as Florence Nightingale) with Cheri Blevins, RN at the Flower Market.

Nursing Assistant's Day 2005

Nursing Assistants sign up for prize drawings.

Nursing leaders serve sundaes at the Ice Cream Social.

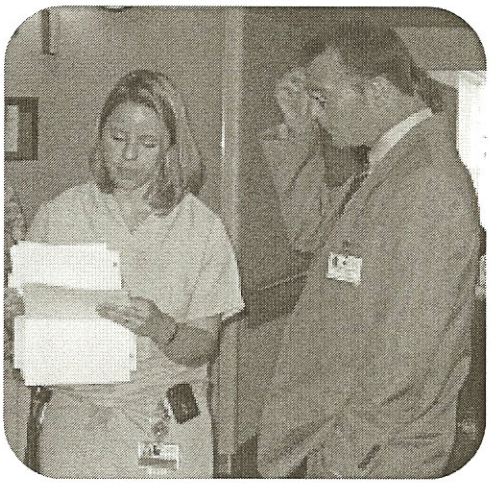
Congratulations to our JABA Nursing Assistant Award Winners!

Reva Carr
Acute Care

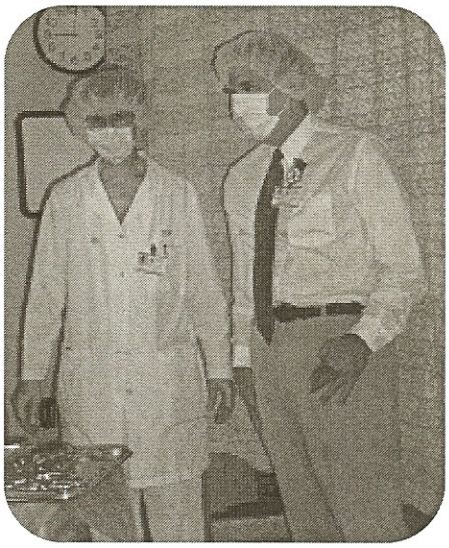
Teresita Cruz
Home Health/
Community Care

More Photos from Week of the Nurse 2005!

Patricia Cluff (right) watches **Leah Koning,RN** check vital signs on an infant while shadowing on 8 central.



Jeff Chitester follows**Rachael Simpson**, an Acute Care Perdiem Pool nurse, during PNSO's Shadow a Nurse Day.



Jay Marchwinski (right) shadows **David Strider**,a Nurse Manager in TVCPO.

Patient Care Technician Program

Under the direction of the PNSO PCA Initiative Workgroup, UVAHS has graduated it's first class of Patient Care Technicians, receiving the Advanced Certified Nursing Assistant certificate. This program is the only one of its kind in an acute care hospital setting in the state of Virginia. The four week course is co-sponsored by UVAHS and Charlottesville Albemarle Technical Education Center (CATEC). The program features clinical rotation time in UVA Hospital and use of the UVA School of Nursing Skills Lab. Through a competitive application process, existing PCA's from inside UVAHS are selected for the program and supported through the class time and orientation to the PCT role. Our first class was graduated and certified during the month of May and our second class has begun training this month. Our new PCT's will have expanded skills in sterile dressing changes, venipuncture, foley catheters and other advanced techniques. Clinical areas to which our new PCT's will be returning include: 3C, 4C, 5W, 6W, 7C/7W, CCU, Colonnades Clinic and Neuro Radiology.

Additional classes are planned for internal employees in the future to continue to grow our ranks of these valuable staff in support of patient care. Marian Lawson, PCSM of CCU serves as chair of our PCA Workgroup and our clinical instructor for the course is Linda Peffley-Firer. Highlights of this program were featured in an article in the Charlottesville Daily Progress June 13, 2005! **Congratulations to all our new PCT's and the members of the PCA Initiative Workgroup for making this program such a success!**

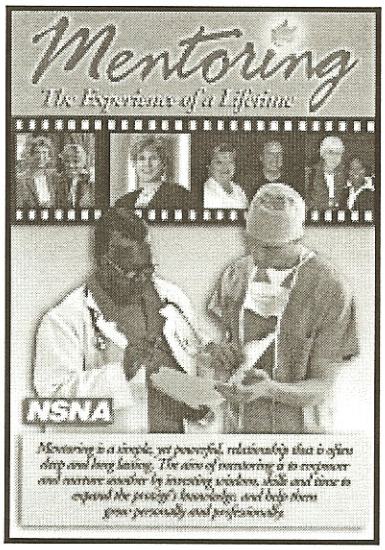
Patient and Family Education Update

The patient handbook has been revised to meet the needs of all patients and families visiting the Medical Center. It has pockets on each cover and is large enough to hold papers given to patients/families. The "Patient and Family Handbook" is available through Printing & Copying Services.

A multidisciplinary strategic planning session was held on June 8th to establish a structure and identify resources for an institutional patient education program. The results were a vision and prototype for patient education that addresses the environment in which health care is delivered with a process that is patient-centered, collaborative, efficient, effective, doable, and valued by the organization. Specific recommendations were developed for patient education regarding assessment, delivery, documentation, materials, development, and staff competency. Your input is valued. Please contact Cindy Westley at 924-5724 for more information.

Mentoring Video Features UVAHS Nurses

A video presentation titled "Mentoring: the Experience of a Lifetime" was commissioned by the National Student Nurses' Association for use in nursing programs nationwide. UVAHS provided sponsorship for its production, and more than half of the footage was shot on location in our Medical Center. Several of our nursing leaders and staff are featured discussing the mentoring processes within our system. A production copy of the video was available during several Week of the Nurse events in May, and now the final copy will run on our Staff Education Channel 22 beginning in the month of July. See poster in units and on the PNSO web site for viewing details. Check out your famous colleagues!



Nursing Documentation

Roll-out of our new inpatient nursing documentation forms has continued this spring. The Women's Place units experienced their launch of these forms in late April, Adult Critical Care in May, and last but certainly not least, our Children's Hospital units go-live at PNQ press time! Along the way, the Documentation Committee has gathered staff feedback and plans to perform some minor upgrades to specific elements in July. The Committee has reviewed specifics of the forms with our JCAHO consultants who have been in-house performing 'Tracers' across the system. Their feedback will also be incorporated as we evolve our forms. Outreach to clinic and procedure areas who are completing admission data bases and documenting patient education has also been accomplished in an effort to bring all parts of our system up to date on the new forms process. Stay tuned for more communication in this arena over the summer as we work hard to make our documentation system user-friendly for nurses and a success with our regulatory requirements!

Practice Areas on the Move in 2005

Several practice areas have relocated or will be relocating in the coming months. In the inpatient setting, Palliative Care has moved to the space formerly occupied by the GCRC on the 8th floor. The Bariatric Model Unit opened on 8W in May and the PICU relocated across from the west staff elevators the seventh floor.

Renovations have begun to the Primary Care Center (PCC) second level to co-locate all cardiovascular clinics. They are currently dispersed across three locations between University Hospital and Primary Care. By the end of fall 2005, 36 clinic exam rooms will support Cardiology and TCV Surgery. Shortly thereafter, Heart and Vascular's non-invasive diagnostics will move into expanded and refurbished space on the west end of University Hospital. This will connect to the clinics in Primary Care via a bridge, thus greatly assisting the coordination of care to our outpatients.

All of these moves could not have been successful without tremendous work by many nurses! Thank you for your commitment to providing seamless care for our patients during this time of transition.

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UPCOMING EVENTS

Conversations on Clinical Ethics—Tuesday, July 5,
1215-1315, 8 East Classroom 8410
Open to all UVAHS HCPs. Lunch provided.

Nursing Cabinet—Thursday, July 7, 1400-1600, 8 East Classroom 8410

Nursing Forum—Monday, July 11, 0730-0900, Camp Heart Auditorium
Nurse Sensitive Quality Indicators with Dr. Pam Cipriano, CNO/CCO
Open to all UVA RNs.

Nursing Forum—Tuesday, July 12, 1530-1700, Jordan Hall G1/G2 and 1945-2100, Camp Heart Auditorium
Nurse Sensitive Quality Indicators with Dr. Pam Cipriano, CNO/CCO
Open to all UVA RNs.

Nursing Cabinet—Thursday, July 21, 1400-1600, 8 East Classroom 8410

Conversation on Clinical Ethics—Tuesday, August 2
1215-1315, 8 East Classroom 8410
Open to all UVAHS HCPs. Lunch provided.

Nursing Cabinet—Thursday, August 4, 1400-1600, 8 East Classroom 8410

Nursing Cabinet—Thursday, August 18,
Usually Scheduled Session CANCELLED

National Health Unit Coordinator Day!—Tuesday, August 23

Third Quarterly Nursing Congress Checkpoint—Thursday, August 25,
0800-0900, 8 East Classroom 8410,
for RN's elected as Nursing Congress Delegates

Summer Leadership Forum—Wednesday, August 31,
1400-1600, 8 East Classroom 8410
Do you consider yourself a nursing leader at UVAHS? Add your voice to the discussion at the Leadership Forum!

PNSO Awareness Day—Thursday, September 1,
Open to all UVAHS nursing staff. Watch for events in your area!

Nursing Cabinet—Thursday, September 1,
1400-1600, 8 East Classroom 8410

Conversation on Clinical Ethics—Tuesday, September 6,
1215-1315, 8 East Classroom 8410
Open to all UVA HCPs. Lunch provided

Healthcare Environmental Services/Housekeeping Week
September 11 - 17

Nursing Forum with Dr. Pam Cipriano—Monday, September 12,
0730-0900, Camp Heart Auditorium
Open to all UVA RNs.

Nursing Forum with Dr. Pam Cipriano—Tuesday, September 13,
1530-1700, Dining Conference Rooms 2 & 3 *and*
1945-2100, Camp Heart Auditorium
Open to all UVA RNs.

Nursing Cabinet—Thursday, September 15,
1400-1600, 8 East Classroom 8410

Neonatal Nurses Day—Thursday, September 15